

2-9190



**12 Number Memory  
Caller ID Telephone  
User's Guide**

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*We bring good things to life.*

# FCC REGISTRATION INFORMATION

Your telephone equipment is registered with the Federal Communications Commission and is in compliance with parts 15 and 68, FCC Rules and Regulations.

## 1 **Notification to the Local Telephone Company**

On the bottom of this equipment is a label indicating, among other information, the FCC Registration number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company. The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

### **Notes**

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.

## 2 **Rights of the Telephone Company**

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations of procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

# INTERFERENCE INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.



If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
- Consult the dealer or an experienced radio/TV technician for help.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

**FCC NUMBER IS LOCATED ON THE CABINET BOTTOM  
REN NUMBER IS LOCATED ON THE CABINET BOTTOM**

**WARNING:** TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

 THE LIGHTNING FLASH AND ARROW-HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	<b>CAUTION</b> RISK OF ELECTRIC SHOCK DO NOT OPEN CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	 THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

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# INTRODUCTION

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Your Caller ID phone stores and displays specific information, provided by your local telephone company, to subscribers of Caller ID or similar caller identification services. You must subscribe to one of these services in order to use this unit.

Your Caller ID phone enables you to:

- Identify callers before you answer the phone.
- View the time and date of each incoming call.
- Record up to 60 Caller ID messages sequentially.
- Know who called while you were away.

**REMINDER:** This product requires a subscription to Caller ID service from your telephone company. Check for name service availability.

# BEFORE YOU BEGIN

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## PARTS CHECKLIST

Make sure your package includes the following items:



**Short cord**



**Telephone line cord**



**Coiled cord**



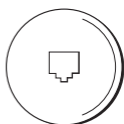
**Base**



**Handset**

## MODULAR JACK REQUIREMENTS

You need an RJ11 type modular jack, which is the most common type of phone jack and might look like the one pictured here. If you don't have a modular jack, call your local phone company to find out how to get one installed.



# INSTALLATION & SETUP

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## IMPORTANT INSTALLATION INFORMATION

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

## INSTALLING THE BATTERIES

Your Caller ID phone uses 4 AA-size alkaline batteries for receiving and storing Caller ID records and for the numbers you use for memory dialing.

**IMPORTANT:** You will have approximately 60 seconds to replace the batteries before the memories stored in the handset are lost. Please read the instructions before replacing the batteries and have the batteries ready to be inserted beforehand.

1. If both the straight and coiled line cords are already connected, disconnect them from the base unit. Place the handset off to the side.
2. Use a screwdriver to loosen the two screws on the battery doors located on the bottom of the base. Once the screws are fully loosened, (they will not come all the way out), slide the doors in the direction of the arrows.
3. Insert 4 AA-size alkaline batteries as shown on the diagram in the battery compartments. Two batteries will be inserted for each compartment.
4. Replace the battery compartment doors securely and tighten the screws, being careful not to strip the threads.
5. If the cords were previously connected, re-attach the line cords to the unit and check your memory locations.

**NOTE:** If the low battery icon **LOW** appears in the display, you need to replace the batteries. It is important that you replace the batteries as soon as possible in order to maintain Caller ID operation.

During the replacing of batteries, a backup circuit in the unit will retain your stored information for up to 60 seconds. Write down any stored information you do not want erased.

**IMPORTANT:** If you're not going to use the telephone for more than 30 days, remove the batteries because they can leak and damage the unit.

## SETTING UP THE CALLER ID MENU

You should not plug the telephone into the wall line jack while setting up the Caller ID menu. An incoming call may invalidate the change if it was not yet saved. The phone must display "xx CALLS" before you can enter the setup menu.

1. Press and release the REVIEW up button then hold down the REVIEW down button.  
"SETUP MENU ^ v" appears.
2. At this point you can press either REVIEW up or down button to scroll among the 6 menu screens, which are:
  - SETUP MENU ^ v
  - LOCAL AREA CODE (default - - -)
  - CID LANGUAGE (default English)
  - LCD CONTRAST (default 3)
  - T/P DIAL MODE (default tone)
  - EXIT SETUP
3. You have 10 seconds following any key press before the phone will automatically return to the "CALLS" summary screen.





## **TO SET YOUR LOCAL AREA CODE**

The telephone uses the programmed area code to determine the number format to display when a valid Caller ID signal is received and is also used for the Dialback feature.

1. Press and release the REVIEW up button then hold down the REVIEW down button.  
“SETUP MENU ^ v” appears.
2. Press the REVIEW up button until “LOCAL AREA CODE” appears.
3. To enter or change the area code, press the DELETE button. The display shows the present area code stored. The left-most digit or a minus sign (-) flashes, indicating it is ready to accept the area code entry.
4. Press REVIEW down to choose 9-0 for the first digit.
5. When the desired digit is flashing, press REVIEW up to advance to the next digit.
6. Repeat steps 1 and 2 until all the digits for your area code are correct.

If you make a mistake, you can simply retrace the previous steps until your area code is set.

7. Press DIAL to store the area code and return to the “LOCAL AREA CODE” display.

## **TO SET THE CID DISPLAY LANGUAGE**

This adjustment changes the Caller ID prompts to be displayed in English, French or Spanish.

1. Press and release the REVIEW up button then hold down the REVIEW down button.  
“SETUP MENU ^ v” appears.
2. Press the REVIEW up button until “CID LANGUAGE” appears.
3. Press the DELETE button to show the current language setting. The default is English.
4. Press REVIEW up or down to change the language.
5. Press DIAL to store the language and return to the “CID LANGUAGE” display.

## TO SET THE LCD CONTRAST

This adjustment allows optimization of the contrast and viewing angle of the display.

1. Press and release the REVIEW up button then hold down the REVIEW down button.  
“SETUP MENU ^ v” appears.
2. Press the REVIEW up button until “LCD CONTRAST” appears.
3. Press the DELETE button to show the current contrast setting. There are 5 levels of contrast, with the default set to 3.
4. To decrease the contrast, press REVIEW down. To increase, press REVIEW up.
5. Press DIAL to store the contrast setting and return to the “LCD CONTRAST” display.

## TO SET THE DIAL MODE

This adjustment allows you to select tone (touch-tone) or pulse (rotary) mode dialing.

1. Press and release the REVIEW up button then hold down the REVIEW down button.  
“SETUP MENU ^ v” appears.
2. Press the REVIEW up button until “T/P DIAL MODE” appears.
3. Press the DELETE button to show the current dial mode. The default is set to tone.
4. To change the dial mode, press REVIEW up or down. The display will alternate between the two modes.
5. Press DIAL to store the dial mode and return to the “T/P DIAL MODE” display.

## TO EXIT SETUP

To exit the setup mode after your changes have been made, you can immediately exit by selecting the “EXIT SETUP” menu and pressing the DIAL button.

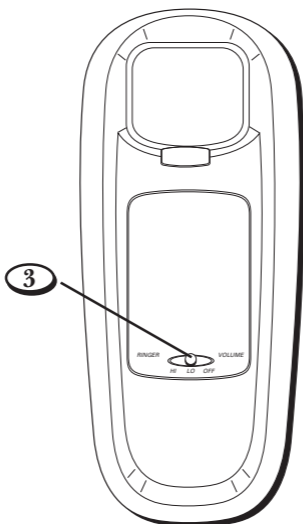
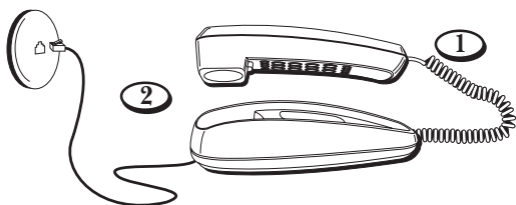
**NOTE:** The phone will exit setup after 10 seconds if no buttons are pressed.

**REMINDER:** The time and date are programmed automatically when the first Caller ID information is successfully received after setup.

# INSTALLING THE PHONE

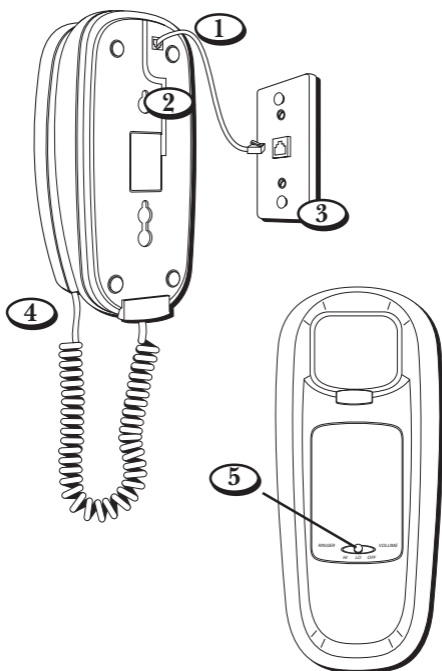
## TO INSTALL ON A DESKTOP

1. Plug the coiled cord into the handset. Plug the other end into the jack on the bottom end of the base.
2. Plug the long straight line cord into jack on the bottom of the base. Plug the other end into a wall jack.
3. Set the RINGER switch on the base to HI.
  - LO = Sound will be lower.
  - OFF = Telephone will not ring.



## TO MOUNT ON A WALL

1. Plug the short line cord into the jack on the bottom of the base and connect the other end to a wall phone jack.
2. Feed the short line cord through the grooves provided so that the base area is flat and ready to mount on the wall.
3. Slip the mounting holes of the base (on bottom of unit) over the wall plate posts and slide the base down until the phone is firmly in place.
4. Plug the coiled cord into the handset. Plug the other end into the jack on the lower end of the base.
5. Set the RINGER switch on the base to HI.
  - LO = Sound will be lower.
  - OFF = Telephone will not ring.
6. Place the handset in the base.

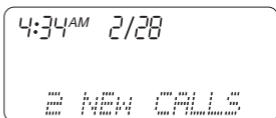


# CALLER ID FEATURES

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## SUMMARY SCREEN

The Summary Screen shows the current time, current date and number of new calls to be reviewed. It is displayed until any button is pressed. Within 10 seconds of receiving a new call, the Summary Screen will be displayed and the New Call LED will flash.



**NOTE:** The number of new calls is displayed until any new calls have been reviewed.

## RECEIVING AND STORING CALLS

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, date, and time. The unit can store up to 60 calls for later review. When the memory is full, a new call automatically replaces the oldest call in memory. **NEW** will appear in the display for calls received that have not been reviewed.

## UNLOCKING THE CALLER ID BUTTON

When you take the handset off the hook, the unit locks the Caller ID function buttons on the back of the handset to prevent buttons being pushed accidentally. To unlock the Caller ID function buttons, press the CALLER ID button. The REVIEW up and down buttons and DELETE buttons are now unlocked.

**NOTE:** If no CID function buttons are pressed within 5 seconds of pressing the CALLER ID button, the phone will return to the locked state.

## REVIEWING CALL RECORDS

- Press either the REVIEW up or REVIEW down button to view the newest call record.
- Press the REVIEW down button to scroll through the call records from the most recent to the oldest.
- Press the REVIEW up button to scroll through the call records from the oldest to the newest.
- When all of the messages have been viewed, START/END appears in the display.

## DELETING CALL RECORDS

- To delete the record shown in the display, press the DELETE button once. "DELETE?" appears in the display. Press DELETE again to complete.
- To delete all records while reviewing, press and hold the DELETE button for about 3 seconds (until **NO CALL** appears in the display).

## DIALING BACK

When reviewing Caller ID records, you can dialback the numbers shown on the display by pressing the DIAL button.

**NOTE:** This feature DOES NOT work when the handset is picked up.

## IF YOU PROGRAMMED YOUR LOCAL AREA CODE IN THE SETUP MENU

1. Use the REVIEW up and down buttons to display the number you want to dial. If you see a number with 7 digits (i.e. 555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call. If you see a number with 11 digits (i.e. 1-234-555-1234), then the call received was not from your area code.
2. Press the DIAL button and the display shows "PICKUP or ADJ". A 15 second timer will also start at this point on the upper right side of the display, letting you know the time until the unit will return to the Caller ID record. If you adjust the number to be dialed, the timer will reset after each adjustment.

3. To adjust the phone number, press the DIAL button. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Press the DIAL button repeatedly to scroll through the 7, 10, and 11-digit numbers.

**7-digits:**

7-digit telephone number  
(i.e. 555-5555)

**10-digits:**

3-digit area code + 7-digit telephone number  
(i.e. 425-555-5555)

**11-digits:**

long distance code 1 + 3-digit area code + 7-digit  
telephone number  
(i.e. 1-425-555-5555)

4. To dial the displayed number, pick up the handset before the timer reaches 0. "NOW DIALING" shows in the display and the number is dialed.

## **IF YOU DID NOT PROGRAM YOUR LOCAL AREA CODE IN THE SETUP MENU**

1. Use the REVIEW up and down buttons to display the number you want to dial. You will only see 11-digit numbers (i.e. 1-234-555-1234).
2. See steps 2 through 4 in the above section to complete the dialback sequence.

**NOTE:** If only "PICKUP PHONE" shows on the display, no other changes to the number can be made. The information sent from the telephone company is known to be a valid number for dialing back (available only in limited areas). Once you pickup the phone, the number will be automatically dialed.

# MESSAGE INDICATORS

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The following special messages indicate the status of a message or the unit:

- |                     |   |
|---------------------|---|
| <b>NO CALLS</b>     | The caller memory is empty.   |
| <b>UNKNOWN CALL</b> | The incoming call does not have Caller ID service or their service area is not linked to yours. If <b>UNKNOWN CALL</b> appears along with a calling number, the name information for that number was not available. |
| <b>LOW</b>          | Battery power level is low.   |
| <b>BLOCKED CALL</b> | The caller of the incoming call is registered as "Private Number" and their Caller ID information is withheld.  |
| <b>ERROR</b>        | Caller information has been interrupted during transmission.  |
| <b>NO DATA</b>      | No Caller ID signal has been detected, or Caller ID service has not been activated.   |
| <b>START/END</b>    | You are at the beginning or the end of the Caller ID memory log.  |



# TELEPHONE BASICS

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## CHANGING THE VOLUME

You are able to control the listening level with the VOLUME button, which has 3 levels. At the lowest level, the phone beeps once.

It remains at the last level set until you change it.

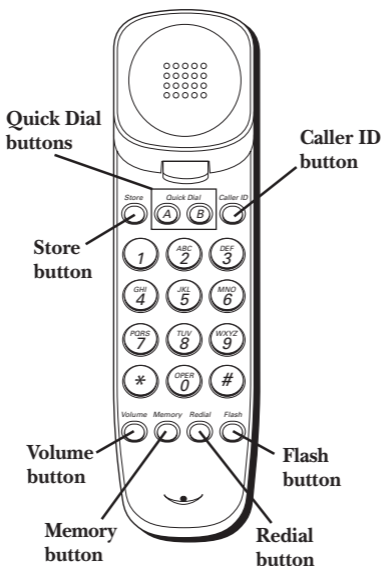
## REDIALING A NUMBER

If you want to call the last number you dialed again (up to 32 digits), use REDIAL.

1. Pick up the handset.
2. Press REDIAL.
3. The last number called is automatically redialed.

## USING ONE TOUCH REDIAL

If the last call you dialed was busy, you can redial it immediately by just pressing the REDIAL button without hanging up the handset.



## **USING MEMORY FEATURES**

Before you store any telephone number into memory, make sure the dial mode is correct for the type of telephone you're using. The default dial mode is tone (touch-tone), so if you have pulse (rotary) service, you must first change the dial mode. See "Setting the Dial Mode."

### **TO STORE EMERGENCY/QUICK DIAL NUMBERS**

1. Pick up the handset.
2. Push STORE.
3. Enter the telephone number (it will not actually call the number in this mode). If you make a mistake, hang up and repeat the procedure for storing from the beginning.
4. Push STORE.
5. Push selected Emergency Quick Dial location—A or B.
6. Hang up the handset.
7. Write the name or number of party stored in the memory location on the directory card.

### **TO STORE FREQUENTLY CALLED NUMBERS**

1. Pick up the handset.
2. Push STORE.
3. Enter the telephone number (it will not actually call the number in this mode). If you make a mistake, hang up and repeat the procedure for storing from the beginning.
4. Push STORE.
5. Push 0-9 for the memory location.
6. Hang up the handset.
7. Write the name or number of party stored in the memory location on the directory card.

### **TO CHANGE A STORED NUMBER**

Repeat the storage sequence. The new number will replace the old number at the memory location.

## **TO ERASE A STORED NUMBER**

1. Pick up the handset.
2. Press STORE.
3. Press STORE again.
4. Press the location (A, B, 0-9) to be erased.

## **TO USE PAUSE (REDIAL)**

The REDIAL button becomes a pause function when the STORE button has been pressed first. It is valid only when storing a number into memory locations.

Use the PAUSE (REDIAL) button to insert a pause when a delay is needed in an automatic dialing sequence. For example, when you must dial a 9 to get an outside line or when you enter codes to access your long distance company.

You may need to adjust the length of the pause duration. It can be adjusted from 1 to 9 seconds. The default setting is 4 seconds.

1. Pick up the handset.
2. Press the STORE button.
3. Press 1-9 (1=1 second, 2=2 seconds, etc.)
4. Press STORE again.
5. Press the PAUSE (REDIAL) button to save.

## **TO USE FLASH**

This button is used to activate customer calling services available through your local phone company, such as Call Waiting. These services generally require an extra monthly fee. If you subscribe to any of these services, please refer to the phone company's instructions on how to use FLASH.

## **TO USE TEMPORARY TONE DIALING**

If you have pulse service, you can temporarily change from pulse to tone service. After dialing the telephone number, press and release the \* button on the telephone. This allows access to phone services that require a tone, such as banking and long-distance services. After you hang up the handset, the telephone automatically returns to pulse service.

# **TROUBLESHOOTING TIPS**

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## **NO DIAL TONE**

- Check all cabling to make sure that all connections are secure and not damaged.
- Check hook switch: Does it fully extend when handset is lifted from cradle?

## **NO DISPLAY**

- Replace batteries.
- Check for proper battery installation.

## **NO INFORMATION IS SHOWN**

### **AFTER THE PHONE RINGS**

- Did you order Caller ID service from your local telephone company? This unit requires that you subscribe to Caller ID service in order to work.
- Be sure to wait until the second ring before answering.

## **ERROR MESSAGE IS DISPLAYED**

- **ERROR** appears in the display if the unit detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates either the presence of noise on the line, or that an invalid message has been sent from the telephone company.

## **PHONE DOES NOT DIAL OUT**

- Check the dial mode in the setup menu. Is it set to tone, which may not be compatible with your local dialing service?

## **PHONE DOES NOT RING**

- Is the ringer switch in the OFF position?
- Are you using too many phones on one line? (The total REN of all phones on the same line should not be greater than the maximum REN for your calling area. See FCC Registration Information)
- Perform the checks under the first problem (Number 1). Is the hook switch depressed fully when handset is in cradle?

## **INCOMING AND OUTGOING VOICE**

### **VOLUME LOW**

- Are other phones off hook at same time? If so, this is normal condition as volume drops when additional phones are used at once.

### **TONE FEEDBACK FLUTTER WHEN DIALING IN PULSE MODE**

- This is normal as power is fluctuating with phone outpulsing.

## **SERVICE**

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FCC requires this product be serviced only by the manufacturer or its authorized service agents. In accordance with FCC requirements, changes or modifications not expressly approved by Thomson Consumer Electronics could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide.

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase date: \_\_\_\_\_

Name of store: \_\_\_\_\_

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# LIMITED WARRANTY

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## What your warranty covers:

- Any defect in materials or workmanship.

## For how long after your purchase:

- One year.

## What we will do:

- Provide you with a new, or at our option, a refurbished unit.
- The exchange unit is under warranty for the remainder of the original product's warranty period.

## How to make a warranty claim:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- Include in the package evidence of purchase date such as the bill of sale. Also print your name and address and a description of the defect. Send standard UPS or its equivalent to:

**Thomson Consumer Electronics, Inc.**  
**11721 B Alameda Ave.**  
**Socorro, Texas 79927**

- A new or refurbished unit will be shipped to you prepaid freight.

## What your warranty *does not* cover:

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. For additional information, ask your dealer.)
- Installation and set-up service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

## Product Registration:

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

## How state law relates to this warranty:

- This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

## If you purchased your product outside the USA:

- This warranty does not apply. Contact your dealer for warranty information.

 **THOMSON CONSUMER ELECTRONICS**

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